

Dear Students,

We are pleased to inform you about the comprehensive support system at MIT-WPU designed to effectively address your queries, issues, and grievances. To ensure that your concerns are managed efficiently, please **follow the established escalation matrix and adhere to the university's guidelines and ordinances.**

Students are advised to follow below steps:

Step 1. Refer University Policies

Read and refer University documents such as Student Manual, Examination Ordinance and Academic Ordinance to seek clarity about University Policy and guidelines.

Step 2. Refer University Circular and Notification from time to time

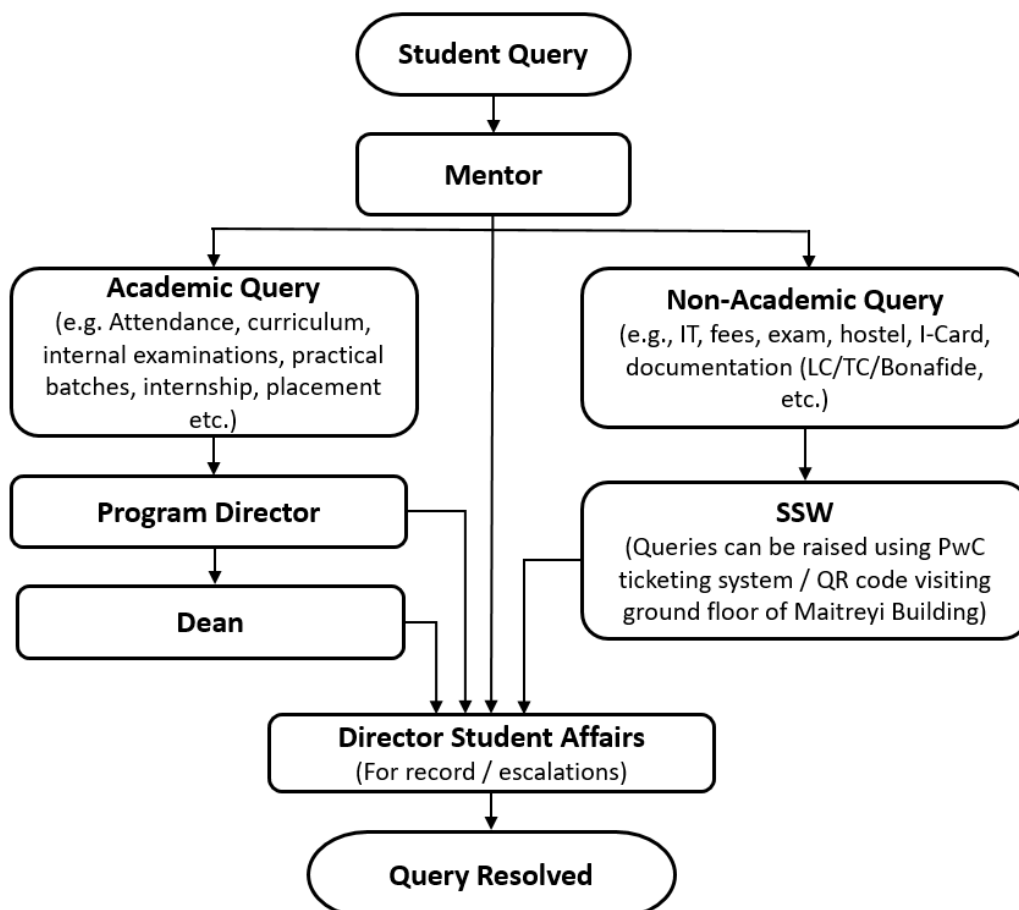
Stay informed about University circulars and notices received via your official email, ERP, notice boards and the University Website.

Your awareness, adherence, and acceptance of these processes and guidelines are essential and binding for the timely resolution of any concerns or issues.

Step 3: Interacting with respective Mentor

Students should first meet with their assigned mentor to address both academic and non-academic issues. The mentor will provide guidance based on university policies and will address the issue. If the issue remains unresolved, the mentor will direct the student on the appropriate next steps for escalation.

Step 4: Escalation Flow Chart:



Note for Mentors

1. Mentors are required to address student queries in accordance with the university's published and approved policies, guidelines, and ordinances, ensuring that all responses align with the official standards and procedures of MIT-WPU.
2. If the query does not fit within standard guidelines, mentors should guide the student on how to escalate the matter according to the prescribed flow.
3. If any query, whether academic or non-academic, remains unresolved after following the escalation process, it will be forwarded to the Registrar's Office or, if necessary, to the Vice Chancellor's office for further resolution.
- 4. Written documentation**, including appropriate **remarks** from the last consulted authority in the escalation matrix, is required for any query or issue to be considered and escalated further to University Authorities. Verbal communication alone will not be accepted.
5. Each concern/query/issue must be registered individually for effective resolution.

Note for Students

1. Ensure that you **fully exhaust the escalation matrix before reaching out to University Authorities**. This will help ensure that your concerns are addressed through the proper channels and in a timely manner. Failing to follow the mentioned escalation matrix will be considered a violation of university rules and regulations and may be regarded as misconduct.
- 2. Support and Guidance:** For any additional support or guidance students shall first reach out to the Dr. Hitesh Joshi (Director - Student Affairs) at the Maitreyi Building. Based on the requirement Dr. Hitesh Joshi will seek involvement of Student Council.

Student's Grievance Redressal Committee (SGRC):

In adherence to UGC guidelines, MIT-WPU provides a robust mechanism through the Student's Grievance Redressal Committee (SGRC) to address specific types of grievances. Students can register grievances that fall under the following categories through the SGRC link provided on the University Website <https://mitwpu.edu.in/academics/student-grievance> or on email grc@mitwpu.edu.in.

As per UGC guidelines, grievances may include complaints related to:

1. Unfair treatment.
2. Harassment or victimization.
3. Discrimination based on caste, gender, or disability.
4. Withholding or refusal to return any document.

For all other complaints, follow the appropriate escalation matrix.

Best regards,



**Registrar,
MIT-WPU**